



PATENTS

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: ALEKSANDER SZLAM,)
JAMES W. CROOKS, JR., AND DEAN H. HARRIS)

Art Unit: 2645

Serial No. 09/437,414)

Conf. No. 7944)

Filed: November 10, 1999)

Examiner Allan Hoosain

For: DYNAMIC AND INTERDEPENDENT PROCESSING)
OF INBOUND AND OUTBOUND COMMUNICATIONS)

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Technology Center 2600

AMENDMENT & RESPONSE

Commissioner of Patents & Trademarks
Washington, D.C. 20231

Sir:

AMENDMENT

Responsive to the Office Action dated April 2, 2002, please amend the patent application as shown and consider the appended remarks.

In the Specification.

Page (column) 2, after "SUMMARY OF THE INVENTION", and prior to line 36, please insert the following two new paragraphs:

B1
--The present invention provides a method for managing communications by adjusting the processing of inbound communications. The present invention provides for processing inbound communications, processing outbound communications, obtaining a statistic on the outbound communications, and adjusting the processing of the inbound communications based upon the statistic. The present invention further provides that the processing of inbound communications includes connecting the inbound communications to agents, and the step of adjusting includes

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, DC 20231, on September 26, 2002.

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